

Attachment 2.22:

LOSS

OF

WATER GUIDELINES

Loss of Water Guidelines

- I. Determine reason for loss (accidental or required shut-down)
 - A. Power (most utilities have internal alarms for this).
 - B. Testing indicates contamination.
 - C. All equipment operational, but can't pump water (drop in water table - drought).
- II. Assess the potential duration of the outage
 - A. If power – what is the cause; storm damage, power company. Duration of outage will dictate decisions regarding need for alternate sources of water. Proper listing of Resources will have notation of sources for emergency power, fuel, and qualified electrical personnel to handle connections.
 - B. If contamination – need to identify source of contamination.
 - a. Naturally occurring “treatable condition” (sulfur, radon, etc.) could require a treatment plant or alternate sources of water (new well).
 - b. Man made contamination (MTBE, nitrates, or other hazardous substances), whether accidental or through acts of terrorism, will require the use of alternate water sources (new well). IF the aquifer is contaminated, a well at new depth (which may encounter natural issues) may require treatment to meet standards.
 - C. If drop in water table, will require drilling deeper (assuming same aquifer is still available). Down time will depend upon availability of equipment & personnel.

For all the above, proper documentation of resources will identify sources of equipment and suppliers of bulk water for an interim period. At this point, mutual aid agreements would be very valuable.

- III. The well operator, or authorized supervisor will contact municipal officials, township officials public safety organizations and utilize customer communications plan (should be part of resource documentation). Depending upon reason for loss, may have to communicate to nearby well owners (contamination) who are not customers.
- IV. Decide on Source Water alternatives and need for more strict conservation methods.
 - A. If the outage is short term – communicate to customers:
 - 1. Boil order once water pressure is reestablished
 - 2. Consider bottled water distribution.
 - B. If the outage is long term (more than a couple days) communicate to customers:
 - 1. Consider commercial sources (bottled water, or Tankers from adjacent communities (Mutual Aid Agreements) pumping water into community tower or delivering to community “watering stations” where residents bring own containers.
 - 2. Provide guidelines for extreme conservation, wash basins instead of bath/shower, save basin water for flushing, etc. Should use clean water only for cooking/drinking; saving dishwater for flushing.

- V. In developing list of “watering stations”, consider priority recipients: homeowners (w/children/elderly may have higher consideration); health care sites (clinics & hospitals); organizations serving the public (Fire, Police) and finally businesses which serve the public, i.e., restaurants. Businesses that need water for their function, such as power plants or foundries may need to consider having their own plan for loss of water. Public suppliers may be unable to sufficiently supply these entities.
- VI. Utilize the Communications Plan for letting the community/customers know when the emergency is over and normal usage can continue (often will be a short period of letting water flow through home systems, and/or temporary boil orders.